



## **Environmental and Development Services Department Introduces New 24-Hour Online Customer Service Capability**

**Yorktown, October 14** – It's 11 p.m. The kids are down, the house is quiet again after another hectic day of appointments and running. Then it occurs to you again that you wanted to call York County to notify someone that your trash toter had been missed, but their offices have long since closed for the day.

As of Monday, October 18, the time of day will no longer be an impediment to getting this kind of request to the County's Environmental and Development Services Department (EDS). The Department's new online Customer Service Utility allows a citizen to log on to [www.yorkcounty.gov/eds](http://www.yorkcounty.gov/eds) and request information and services or registering complaints ranging from trash and recycling pickup to mosquito control problems.

"This new service will be available 24 hours a day, seven days a week," said EDS Department Director John Hudgins. "It will provide a welcome relief for people who have service requests occur to them in the evening hours or weekends. Now they can log onto their computers in the comfort of their homes and make their request, which will be immediately acknowledged, and responded to in writing or by phone in less than 48 hours."

If this initiative proves to be successful it may be expanded to other departments as well, said County Administrator James O. McReynolds.

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